

# **Good Neighbour Agreement for the Beltline Community (GNA)**

between

The Mustard Seed Society (TMS)  
and

The Beltline Neighbourhoods Association (BNA)

## **1. Purpose**

The purpose of this GNA is to provide a framework for which the Mustard Seed Society can fulfill its mission in harmony with the community through collaboration and transparency in addressing the challenges and the opportunities presented by the citizens experiencing poverty and homelessness, within the Beltline.

## **2. GNA Objectives**

The Mustard Seed Society and Beltline Neighbourhoods Association agree to the following common objectives under this Agreement.

- 1) To collectively create and maintain a safe, welcoming public realm for residents, businesses, and visitors otherwise encountering or interacting with socially vulnerable, impoverished or challenged residents in the Beltline.
- 2) To be empowered to work together positively under the Good Neighbour Agreement to leverage the strengths and opportunities of the local residents, businesses, and Mustard Seed Society to create a greater, more resilient community for everyone.
- 3) To work collaboratively to facilitate the positive integration of the Mustard Seed Society into the community as any other business or residential facility.
- 4) To build mutual respect, understanding and strengthen the relationships between the Mustard Seed Society and area residents and businesses.

### **3. The Mustard Seed Society Description and Activities**

#### **Vision**

The Mustard Seed Society exists to support individuals and families experiencing, poverty and homelessness, by; having their basic needs met, growing hope and supporting them toward sustainable life change and integration into the broader community.

#### **Mission**

To build hope and wellness for our most vulnerable citizens through Jesus' love.

#### **Services Provided – transparency of activity**

The Mustard Seed Society in Calgary offers the following, without limitation:

##### **a. Basic Services**

This includes meals and clothing at all Mustard Seed locations throughout the city but primarily through our shelter location in the Foothills Industrial Park.

Currently at the downtown location basic services are manifest through

- i. An Inter-Faith Food Bank Depot for residents in our permanent supportive housing
- ii. Emergency clothing, food and water distribution primarily in severe weather, extenuating circumstances and occasionally on special occasions (i.e. – such as Christmas gifts, or prep for a job hire).
- iii. Meal events will be provided on average once a week through the summer months (Currently a light lunch program with a pre-set number of recipients will be run each week throughout the summer)
- iv. Additional planned meals may be provided during the year but only as supply and demand permit and within the guidelines of meeting the standards and expectations as set out by the spirit of this GNA. They will be focused on leading up to special goodwill events like Christmas, Thanksgiving, and Easter and will be run primarily to facilitate connection between sponsors and volunteers with TMS programs and purpose.

These events will be conducted with control, care, sensitivity and safety as governed by the Mustard Seed Society policy and procedures for all events. The Mustard Seed Society ensures events will be performed in a controlled manner that serves the clients and ensures the safety and wellbeing of all stakeholders.

##### **b. Support Services**

This includes Employment, Wellness Centre, Spiritual Care, and the general management of our guests. These services are provided at all Mustard Seed locations, downtown, at the shelter and in our Community Hubs. At the downtown location support services are defined by:

- i. a Wellness Centre with health, chiropractic, massage, OT, PT, chaplaincy and advocacy services
- ii. employment training and job fairs
- iii. relationship building with the Beltline Street Community
- iv. a partnership with Beacon Pharmacy

c. Housing and housing support

Housing is concentrated in the Beltline with housing for 288 individuals. These clients are served through our Resident Engagement program that supplies client case management, community programming and chaplaincy.

d. Community Engagement and Education

The Mustard Seed provides opportunities for the broader Calgary Community to understand and engage in compassion programs with our most vulnerable citizens. This community engagement is demonstrated through tours, Demo Crew and volunteer opportunities as well as special events such as Stampede BBQ.

#### **4. Good Neighbour Team**

The Good Neighbour Team will consist of a representative from each of The Mustard Seed (currently the CEO) and the Beltline Neighbourhoods Association (currently the President of the Board).

- a. The team will meet as required for the purposes of;
  - a. Resolving any outstanding issues that cannot otherwise be resolved through one on one discussion with the CEO (currently - Steve Wile) or the Chairman of TMS Society Board (currently - Lorne Heppner) for the Mustard Seed, the President (currently - Peter Oliver) or an appointed Director (currently - Karen Lamola – Director of Social Affaires) of the Beltline Neighbourhoods Association.
  - b. Reviewing and updating the Good Neighbour Agreement as required from time to time. This will occur on a requests basis only, which may or may not occur annually.

#### **5. Community Relations**

The Mustard Seed Society is committed to open communication with its neighbours and community.

- a. The Mustard Seed Society will provide general information to the BNA, as may be reasonably required by BNA, about its operations and inform BNA of any upcoming changes which may impact BNA in advance of implementation.
- b. The Mustard Seed Society will ensure newsletters and online communication are current and available to all stakeholders in the community.
- c. The Mustard Seed Society encourages and welcomes its neighbours, all BNA members and other interested parties to take a tour, engage in volunteer opportunities and activities to learn more about The Mustard Seed Society, its clients and programs.
- d. The Mustard Seed Society will work with the community, BNA to identify and support projects and other initiatives that benefit the broader community.

## 6. Issue Resolution Process

The staff and boards of the Mustard Seed Society are committed to maintaining good relations with neighbours and will make every reasonable effort to resolve complaints.

### a. Resolution Process Steps for Specific Issues –

- a. All complaints should initially be brought to the attention of the Mustard Seed Society staff, and if necessary the Director of Essential Services and Spiritual Care or Director of Clinical Operations & Programs (See attached Schedule A for names and contact info).
- b. If the Director cannot be reached immediately leave a message, identify the location where you need assistance and whether it is a property issue or a client/staff concern and the Mustard Seed Society will make every reasonable effort to respond within 24 hours.
- c. Property issues will be addressed by the Director of Facilities (See attached Schedule A for name and contact info). If a successful resolution cannot be reached, then the concern will be addressed by the Executive Team of the Mustard Seed. (See contact info for the Managing Director Calgary in attached Schedule A for name and contact info)
- d. Client/staff concerns will be addressed by either a Housing or Street Level Team Supervisor. If a successful resolution cannot be reached, the appropriate Director will be consulted.
- e. If the issue remains unresolved after these attempts, concerns will be addressed by the Executive Team of the Mustard Seed, then the CEO and if still unresolved the Society Board Chair. (See attached Schedule A for name and contact info for the CEO and Board Chair)
- f. For all emergencies please call (911) or DOAP team (403-234-7388)  
A Mustard Seed Society comprehensive list of names and contact info for related issues is attached as Schedule A, and will be recirculated to the parties as required whenever changes occur.

### b. Resolution steps for Systemic Issues

- a. Contact the Managing Director (See attached Schedule A for name and contact info) to discuss the issue.
- b. If Resolution cannot be reached through a one on one basis the issue should be brought to the attention of the CEO and if necessary the Society board chair.
- c. If Resolution cannot be reached then then complaint should be brought through BNA in effort to informally mediate resolution.
- d. If Resolution cannot be reached through the involvement of the BNA then;

All disputes arising out of complaints governed by this Good Neighbour Agreement, or in connection with this Good Neighbour Agreement, shall, with the agreement of the parties, be mediated pursuant to the National Mediation Rules of the ADR Institute of Canada Inc. and the place of mediation shall be Calgary, Alberta. The language of the mediation shall be English. No agreement concluded at mediation shall be binding on any of the parties to the mediation until reduced to a written agreement, executed by the parties.

As a good neighbour the Mustard Seed Society desires and commits to make every reasonable effort to responsibly resolve complaints and thus requests that all complaints be initially brought directly to the Mustard Seed Society. If for any reason the complaint still cannot be resolved, then and only then should the BNA become involved.

## 7. Communication, Records and Reporting

The Mustard Seed Society is committed to record and provide access to details of all complaints, resolutions, processes entered into and outcomes.

The Mustard Seed Society will provide to the BNA statistical reporting annually as follows;

1. A summary of the number of complaints, and number of successful resolutions. Where resolution did not occur at time of one on one dialogue, then provide details of the complaint the accompanying resolution, and level of protocol incurred to arrive at solution.
2. Provide a summary of all TMS program additions, changes and deletions incurred during the past 12 months.
3. Upon the reasonable request of BNA, provide log book details.

All communication and records distributed will be subject to, and comply with, Privacy Act and confidentiality as per legal requirements and TMS policy.

## 8. Ongoing Review of Good Neighbour Agreement

The intent of this GNA is to provide transparency, communication protocol, complaint resolution process, and identify record keeping and reporting requirements. This agreement will take effect December 10, 2018 and remain in effect indefinitely unless terminated in writing by any party. The parties to this GNA have the right to request a review and update of the existing terms and conditions of the GNA, not to occur more than once per year. Request will be in writing to the remaining parties requesting to convene a meeting of the Good Neighbour Team for the purposes of reviewing the terms and conditions of the existing GNA. This GNA supersedes all previous agreements, including, without limitation, the Good Neighbour Agreement dated October 22, 2011.

## 9. Effect of Good Neighbour Agreement

This Good Neighbour Agreement is not intended to be a legally binding agreement between the parties and is a statement of the present intentions and understanding of the parties. Any party may terminate this Agreement by written notice to the other, effective immediately, and without any liability.

## 10. Signatures of Stakeholder Representatives



Peter Oliver  
President  
Beltline Neighbourhoods Association

December 10, 2018

Date

Stephen Wile  
Chief Executive Officer  
The Mustard Seed

Date



NEIGHBOURHOODS  
**BELTLINE**  
ASSOCIATION

**Good Neighbour Agreement for the Beltline Community:**

**Schedule A**

NAME	TITLE	EMAIL	PHONE
<b>Steve Wile</b>	CEO	<a href="mailto:CEO@theseed.ca">CEO@theseed.ca</a>	P: 403-767-2460 C: 403-805-9400
<b>Bill Nixon</b>	Director of Essential Services & Spiritual Care	<a href="mailto:BillNixon@theseed.ca">BillNixon@theseed.ca</a>	P: 403-767-2435 C: 403-461-9641
<b>John Rook</b>	Managing Director (Calgary) & Director of Strategic Initiatives	<a href="mailto:JohnRook@theseed.ca">JohnRook@theseed.ca</a>	P: 403-767-2464 C: 403-650-5752
<b>Donald Lloyd</b>	Director of Facilities	<a href="mailto:DonaldLloyd@theseed.ca">DonaldLloyd@theseed.ca</a>	P: 403-767-2477 C: 403-681-9218
<b>Boris Lesar</b>	Director of Clinical Operations & Programs	<a href="mailto:BorisLesar@theseed.ca">BorisLesar@theseed.ca</a>	C: 403-681-0007
<b>Lorne Heppner</b>	Society Board Chair	<a href="mailto:LorneHeppner@gmail.com">LorneHeppner@gmail.com</a>	C: 403-815-8355